

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (x) EXISTING POSITION

PART I - Position Description

1. Agency Name Department of Social and Rehabilitation Services	9. Position Number K0044076	10. Budget Program Number 23841
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) Public Service Executive I	
3. Division East Region	12. Proposed Class Title	
4. Section Program Service Integration (PSI)	13. Allocation	
5. Unit Economic and Employment Services (EES)	14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City County	15. By Approved	
7. (Circle appropriate time) Full Time x Permx Inter Part Time Temp %	16. Audit Date: By: Date: By:	
8. Regular Hours (circle appropriate time) From: 8 AM/PM To: 5 AM/PM	17. Position Reviews Date: By:	

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position serves as manager for EES programs within Program Service Integration (PSI). Incumbent provides policy support and supervises unit managers (EES) within PSI. Provides leadership in program and procedure implementation and assures that program expectations are met.

This leadership position is responsible for assisting with planning, organizing and directing the activities, and managing the resources necessary to operate and deliver EES programs.

The purpose of this position is to work in a cooperative fashion with customers, staff, and agency partners to provide efficient and effective service. At DCF, the customer is placed at the center of planning, policy development, program implementation, and practice with customer outcomes driving decision-making at all levels. By integrating services, we create and maintain a prevention focus as a way of doing business by interacting and engaging with others to proactively foster well-being. The supervisor in this position will understand, promote, and respect the concept of an integrated service team and actively participate in IST meetings, often serving as the coach of the team.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors, which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Carla Layne

Program Administrator

K0054463

Who evaluates the work of an incumbent in this position.

Name: SAME

Title:

Position Number:

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

Extensive latitude is given to independent judgment and initiative. Written and verbal instructions are followed based on Federal and State law, rules, and regulations and agency policies and procedures. Assignments are normally general direction based on broad agency expectations. Most program decisions are made independently and in collaboration with the PA or other lines of business.

d) Which statement best describes the result of error in action or decision of this employee.

() Minimal property damage, minor injury, minor disruption of the workflow.

- () Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
 (x) Major program failure, major property loss, or serious injury of incapacitation.
 () Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E O R M	
1.	25	E	<p>Program Management</p> <p>In conjunction with Program Administrator (PA), sets direction, establishes boundaries, and develops regional protocol and procedures for unit operation. Ensures program service delivery standards are met or exceeded by building alignment and sense of commitment for agency values, a customer centered culture and quality customer service delivery among employees. Ensures successful implementation of Integrated Services and the delivery of quality customer service by the managers and with the front line workers. Monitors service delivery across the region continuously, to ensure positive customer interaction and effective achievement of agency and program goals. Develops strategies to address short term and longterm delivery and evaluates effectiveness of these strategies. Manages service and program plans to ensure full and successful achievement of agency initiatives and priorities including integrated service delivery teams and customer service/customer centered goals. Manages customer concerns for the EES programs. Manages customer complaints and concerns as needed. Ensures all concerns are responded to timely, in proper format and that the responses are accurate and customer friendly. Supports the IST process by attendance at meetings, serving as the team coach, facilitating meetings; ensuring staff bring cases and are inviting customers to participate in IST meetings; ensuring documentation of the meeting is kept; entering required information into regional database; and providing feedback to supervisors of team members in regard to their participation in the IST process.</p>
2.	25	E	<p>Program Coordination and Consultation</p> <p>Understands agency and program direction. Communicates how manager's work fits into overall goals of DCF and specific program. Explains relevant policy and organizational changes by delineating what is different from current policies, reasons for changes, and positively articulates vision in a manner, which allows others to focus efforts and emphasis to successfully implement organizational change and/or meet organizational mission, vision and goals. In conjunction with PA establishes protocol and procedure for interpreting policy, answering questions, and disseminating policy clarifications. Facilitates the flow of information among employees and teams by gleaning relevant and important information and presenting it clearly and concisely, using an appropriate medium. Demonstrates open, honest and respectful communication, encourages others to express differing viewpoints, and listens to differing points of view without becoming defensive.</p>
3.	25	E	<p>Resource Management</p> <p>Monitors and evaluates EES manager's ability to deliver accurate responsive services by utilizing central management systems and reports. In consultation with the PA, helps develop appropriate corrective action strategies to address the manager's unit performance. Evaluates the effectiveness of the strategies. Supervises the managers to meet agency and program goals. Monitors work assignments and work flow in all offices to ensure effective and equitable distribution of caseload work equal utilization of workers. Identifies desired program outcomes, develops reports and monitoring tools and provides regular reports and information to the PA. In conjunction with the PA, recommends staffing levels needed to successfully meet outcomes and provide quality customer service. Adjust staff appropriately in response to changing organizational priorities.</p>
4.	25	E	<p>Human Resource Management</p> <p>Assists with interviewing, selection, and hiring actions. Evaluates managers/staff in keeping with personnel regulations to ensure that program areas are appropriately staffed and the delivery of services are timely. Manages conflict resolution. Provides leadership, mentoring, guidance and direction to the EES managers. Establishes performance expectation, provides regular feedback, evaluates and reviews manages/staff performance. Sets and communicates expectation regarding performance, behavior, attitude and conduct that are measurable, understandable, verifiable, and reasonable. Uses available tools, including probationary period to address poor performance, takes disciplinary action when appropriate. Strives to build capacity within the EES managers, for succession planning and individual development. Promotes the agency vision, by leading by example. Identifies training needs within EES and takes an active role in working with Professional Development and managers to meet training needs. Manages information and communicates effectively. Provides coverage for unit managers in the event of absences or vacancies.</p>

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Incorrect policy adoption and implementation could result in major program failure, lawsuits and civil actions. Misapplied or inappropriately applied policy could result in the depletion of limited resources, affect the well-being of consumers, and loss of staff and federal funding. Children could be harmed or experience unnecessary trauma. Poor service delivery could affect community resources as well as provider participation in efforts to accomplish goals and objectives. Ineffective delivery of program services could result in prolonged dependency on assistance programs.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
() Plans, staffs, evaluates, and directs work of employees of a work unit.
(x) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title	Position/KIPPS Number
Human Service Supervisor	K0046817
Human Service Supervisor	K0064767
Human Service Supervisor	K0064767
Human Service Supervisor	K0164310
Human Service Supervisor	K0045836
Human Service Supervisor	K0043241
Human Service Supervisor	K0062324
Human Service Supervisor	K0057658
Program Consultant I (Working Healthy)	K0050729
Senior administrative Assistant (LIEAP)	K0221327

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position requires daily contact with agency employees, including administrative, supervisory and policy staff, community agencies, governmental officials, community leaders and the public.

25. What hazards, risks or discomforts exist on the job or in the work environment?

The overall administrative program responsibilities involve stress on a daily basis. This position may often deal with angry and hostile individuals. The potential for legal liability exists. Frequent travel within a large region is required. This job may frequently require working outside of the normal business hours.

26. List machines or equipment, which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Computer, telephone, fax machines, copy machine used daily. Vehicle use as required for business travel.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

One year of experience in planning, organizing and directing the work of a department, program or agency. Education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).
Obtain and maintain security clearance.

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

Minimum 3 years supervisory experience.

Minimum of two or two years experience in customer engagement activities and providing customer service.

Minimum of two or two years of experience in development of professional business relationships.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Duties are performed in an office setting. This employee must have the ability to communicate clearly in person, in group presentations, by phone, and in writing. The employee must be able to travel and be away from home for periods of time attending meetings, training and conferences.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

All employees are instructed to use standard safety devices available for machinery and equipment. All employees are instructed to follow industrial, safety and health guidelines, e.g., using proper lifting techniques, using dollies and/or other devices to distribute equipment, computer breaks to rest eyes and stretch, wrist rests for computer keyboards, seatbelts for automobiles, etc. Employees are instructed to maintain environmental awareness during field work to avoid or otherwise prevent or minimize unsafe situations and unsafe personal contact. Employees are cautioned to execute strict key/code control for agency facilities and lock all doors after normal duty hours.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date